

SUPPORT SERVICES COORDINATOR

JOB TITLE: Support Services Coordinator

GRADE: 14

JOB CODE: 2901

DATE: 11/8/95

GENERAL FUNCTION: Under administrative direction, supervises a staff of support associates of the agency in the process of patient registration, data entry, fee collection, generating both for services rendered and accounting for payments received.

DISTINGUISHING CHARACTERISTICS OF THE CLASS: This classification is characterized as a working first-line supervisory position responsible for overseeing a staff of support associates and has overall responsibility for medical records maintenance. The incumbent would be responsible for maintaining an up-to-date knowledge of the entire registration, data entry, and financial management activities for patient services rendered. The incumbent could supervise staff assigned to general medical, environmental, WIC, Home Health or the Commission for Handicapped Children.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES:

Interview patient to ensure completeness and accuracy of information. Respond as appropriate to questions raised by patient.

Maintain patient record. Check medical record for signatures, dates, permission forms, and other pertinent information. Update record as necessary upon follow up visit. File laboratory reports in medical record. Check coding of service rendered as appropriate.

Enter information on services rendered into the computer according to medical record manual and service manual. (Appropriate for P.E.F., WIC, Environmental, and C.H.C.).

Enter data on medical information needed for the 485, 486, and 487 and the HHS-1 for physician orders and third party payers

Collect fee from patient, if able to pay; issue receipt, and enter into computer.

Check to make sure all service documents have been turned in.

Reconcile previous days services with fees obtained and correct as necessary.

Reconcile monthly cash listings to home health and waiver revenue and expense reports.

Retrieve from computer select reports to generate bill for patient, third party payor, license fee for environmental program. Send bill to client/patient.

Enter payment received in the computer. Work with denial billings with third party payor and resubmit for accounts receivable.

JOB TITLE: Support Services Coordinator (Cont'd)

JOB CODE: 2901

Monitor and report uncollectible account receivables.

Review and implement corrective action on billing information by use of the pre-billing register.

Schedule clinics as appropriate. Arrange for appropriate physician and nurse coverage.

Supervise subordinate staff. Organize work for staff, schedule staff for routine and specialized medical services, review the work of staff to ensure completeness and accuracy. Evaluate the performance of employees assigned.

Evaluate the support services process to ensure smoother operation; review periodic reports for error ratings, denied billings, and other statistical/operational information. Prepare responses as appropriate.

Maintain up-to-date knowledge of support service regulating and program standards, medical or environmental records. Attend local state conferences, workshops, conduct staff meetings.

SUPERVISION RECEIVED: Limited supervision with alternating periods of autonomy and general review. Supervisor plays substantial role in setting objectives and organizing work.

SUPERVISION EXERCISED: This position would require direct supervision of support services staff assigned.

JOB SPECIFICATIONS:

Knowledge and Abilities:

Minimum Education, Training, and Experience Requirements: High school diploma or GED. Five (5) years of experience in office management, administrative activities, or moderately difficult clerical experience in typing, use of the keyboard, or computer entry. Additional education (college, vocational school, etc.) may be substituted for the required experience on a year for year basis.

The intent of this job description is to provide a representative summary of duties and responsibilities that will be required of positions given this title and shall not be construed as a declaration of the specific duties and responsibilities of any particular position. Employees may be requested to perform job-related tasks other than those specifically presented in this description.

PRINCIPAL SUPPORT SERVICES ASSOCIATE

JOB TITLE: Principal Support Services Associate

GRADE: 11

JOB CODE: 2902

DATE: 11/8/95

GENERAL FUNCTION: Under general direction has responsibility for registering patients according to agency and program policy, entering vital and medical information related to the patient in the computer, collection of fees for services, reconciling fees against services rendered, and prepares bills and auditing fees received. The incumbent in this position would have a thorough knowledge of the billing process and would be able to intervene at any step to reconcile services and fees, generate bills for denied services, services rendered, processing and transmitting bills to third party payers, receiving payment and accounting for these payments according to standards.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES:

Interview patient to ensure completeness and accuracy of information. Respond as appropriate to questions raised by patient.

Maintain patient record. Check medical record for signatures, dates, permission forms, and other pertinent information. Update record as necessary upon follow-up visit. File laboratory reports in medical record. procedures and coding Check coding of service rendered as appropriate.

Enter information on services rendered into the computer according to medical record manual and service manual. (Appropriate for P.E.F., WIC, Home Health, Environmental, and C.H.C.)

Data entry of all revenues received into the automated billing system (within 5 working days of receipt).

Monitor and report uncollectible account receivables.

Review and implement corrective action on billing information by use of the pre-billing register.

Document and maintain historical corrections in the automated billing system.

Conduct data entry of medical information needed on the 485, 486 and 487, and the HHS-1 for physicians' orders and third party payor billing requirements.

Collect fee from patient, if able to pay; issue receipt, and enter into computer.

Check to make sure all service documents have been completed and returned.

JOB TITLE: Principal Support Associate (Cont'd)

JOB CODE: 2902

Reconcile previous days services with fees obtained from computer/manual reports and correct as necessary.

Retrieve from computer select reports to generate bill for patient, third party payor, license fees for environmental program. Send bill to client/patient.

Enter payment received into the computer. Work with denied billings with third party payor to resubmit for account receivable.

Schedule clinics as appropriate. Arrange for appropriate physician and nurse coverage.

SUPERVISION RECEIVED: Limited supervision with alternating periods of autonomy and general review. Supervisor plays substantial role in setting objectives and organizing work.

SUPERVISION EXERCISED: Incumbent may supervise support associate staff.

JOB SPECIFICATIONS:

Knowledge and Abilities:

Basic knowledge of grammar, spelling, and punctuation.

Ability to communicate effectively with other employees and the general public.

Ability to maintain alphabetical, numerical, and subjective filing systems.

Considerable knowledge of general office practices, procedures and equipment.

Ability to learn assigned tasks readily, to prescribe to departmental routine, and follow moderate to difficult written instructions.

Considerable ability to deal courteously with the public, supplying general information and direction in a clear, concise manner.

Considerable knowledge of the appropriate reporting system and its application for automation of patient needs and service rendered.

Minimum Education, Training, and Experience Requirements: High school diploma or GED. Three (3) years of experience in office management, administrative activities, or moderately difficult clerical experience in typing, use of the keyboard, and computer entry.

JOB TITLE: Principal Support Associate (Cont'd)

JOB CODE: 2902

Additional education (college, vocational school, etc.) in the field may substitute for the required experience on a year for year basis.

The intent of this job description is to provide a representative summary of duties and responsibilities that will be required of positions given this title and shall not be construed as a declaration of the specific duties and responsibilities of any particular position. Employees may be requested to perform job-related tasks other than those specifically presented in this description.

JOB DESCRIPTION

JOB TITLE: Senior Support Services Associate

GRADE: 8

JOB CODE: 2903

DATE: 11/8/95
Revised 9/25/02

GENERAL FUNCTION: Under general direction has responsibility for registering patients for various services and programs provided by the local health department. The responsibilities include establishing a medical record by compiling all the necessary forms for registering patients, interviewing the patient to obtain pertinent non-medical information used for identification and income status according to agency and program policy, make follow up appointment, and collecting a fee for the services rendered. The entry level incumbent would participate in on the job training programs to become knowledgeable regarding the Patient and Community Health Services Reporting and Billing Procedures.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES:

Assemble complete medical records containing all required forms for use in patient registration and establishing a medical record.

Assist patient in completing appropriate forms. (Depending on program requirements)

Interview patient to ensure completeness and accuracy of demographic information required for various services and programs.

Enter the demographic information using the computerized Patient Services Reporting System.

Route/direct patient to appropriate staff person for subsequent service.

Maintain patient medical record. Establish master patient index. Review and update patient medical record(s) for signatures, dates, permission forms, and other pertinent information as necessary upon follow-up visit(s). File patient laboratory reports received in medical record.

File and/or return medical record(s) prior to follow-up visit or subsequent visit.

Collect and record fee(s) obtained from patients as payment for service in the P.S.R.S.

Prepare routine letters, labels, and other appropriate material.

JOB TITLE: Senior Support Service Associate (continued) **JOB CODE:** 2903

Answer phone. Schedule initial and follow-up appointments and document as necessary.

Review appropriate reporting sheet (P.E.F.) of services provided to ensure completeness and accuracy. Any edits or errors found on the P.E.F. should be referred to appropriate service provider for correction.

Enter information from the PEF into the statewide-computerized network using appropriate screen(s) and fields.

Generate and/or issue WIC vouchers.

Request routine reports available from the PSRS according to agency frequency of need.

Inventory and order office supplies.

Maintain auto-dialer according to agency and patient requirements. Activate auto-dialer according to agency requirements.

SUPERVISION RECEIVED: Moderate supervision under standard operating procedures; incumbent occasionally can function autonomously, with supervisor available to answer questions.

SUPERVISION EXERCISED: No supervisory responsibility.

JOB SPECIFICATIONS:

Knowledge:

Basic knowledge of grammar, spelling, and punctuation

Knowledge of general office practices, procedures and equipment

Knowledge of basic filing systems.

Knowledge of basic mathematic principles.

Skill:

Skill in using various software systems; e.g., word processing

Skill in using standard reference documents

JOB TITLE: Senior Support Service Associate (continued) **JOB CODE:** 2903

Skill in organizing materials, working time and priorities

Abilities:

Ability to deal courteously and communicate effectively with employees, the public, supplying general information and direction in a clear, concise manner.

Ability to maintain alphabetical, numerical, and subject filing systems.

Ability to learn assigned tasks readily, to prescribe to departmental routine, and follow moderate to difficult written instructions.

Ability to operate personal computer.

Ability to work under stress to meet schedule deadlines

Ability to compute amounts using an adding machine, calculator, or computer, etc.

On the job training requirement: participation in programs to familiarize the incumbent with the Patient and Community Health Services Reporting and Billing Procedures consisting of the following (1) Core bridge software operation (2) Patient registration procedures (3) On line entry of the Patient Encounter Form and (4) Billing Procedures.

Minimum Education, Training, and Experience Requirements: High school diploma or GED. One year of moderately difficult administrative or clerical experience in a medical, hospital, or administrative office environment preparing word documents using a computer, operating a phone system to answer calls and referring to appropriate person, computer operation, using office equipment (fax, copier, calculator) and maintaining office files, and filing documents. Additional education (college, vocational school, etc.) in business education or a medically related field may substitute for the required experience on a year for year basis.

The intent of this job description is to provide a representative summary of duties and responsibilities that will be required of positions given this title and shall not be construed as a declaration of the specific duties and responsibilities of any particular position. Employees may be requested to perform job-related tasks other than those specifically presented in this description.

Support Services Associate

JOB TITLE: Support Services Associate

GRADE: 5

JOB CODE: 2904

DATE: 11/8/95

GENERAL FUNCTION: Under general direction has responsibility compiling all the necessary forms for registering patients, interviewing the patient to obtain pertinent non-medical information used for identification and income status according to agency and program policy, make an appointment for follow-up and may collect a fee for the services rendered by individuals receiving services from the local health department.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES:

Assemble complete medical records containing all required forms for use in patient registration.

Assist patient in completing appropriate forms.

Interview patient to ensure completeness and accuracy of information. Respond as appropriate to questions raised by patient.

Route/direct patient to appropriate staff person for subsequent service.

Maintain patient record. Check medical records for signatures, dates, permission forms, and other pertinent information. Update record as necessary upon follow-up visit. File laboratory reports in medical record. Check coding of service rendered as appropriate.

File and return medical records prior to follow-up visit for subsequent visit.

Collect and record fee(s) obtained from patients for payment of services.

Type routine letters, labels, and other appropriate material.

Answer phone, schedule initial and follow-up appointments.

SUPERVISION RECEIVED: Moderate supervision under standard operating procedures; incumbent occasionally can function autonomously, with supervisor available to answer questions.

SUPERVISION EXERCISED: No supervisory responsibility required.

JOB TITLE: Support Services Associate (Cont'd)

JOB CODE: 2904

JOB SPECIFICATIONS:

Knowledge and Abilities:

Basic knowledge of grammar, spelling, and punctuation.

Ability to communicate effectively with other employees and the general public.

Ability to maintain alphabetical, numerical, sectional, and subjective filing systems.

Some knowledge of general office practices, procedures and equipment.

Ability to learn assigned tasks readily to prescribe to departmental routine, and follow simple oral and written instructions.

Ability to deal courteously with the public, supplying general information and directions in a clear, concise manner.

Minimum Education, Training, and Experience Requirements: High school diploma or GED. No experience necessary

The intent of this job description is to provide a representative summary of duties and responsibilities that will be required of positions given this title and shall not be construed as a declaration of the specific duties and responsibilities of any particular position. Employees may be requested to perform job-related tasks other than those specifically presented in this description.

JOB DESCRIPTION

JOB TITLE: Senior Support Services Associate I –Clinical

GRADE: 9

JOB CODE: 2905

EST. DATE: 7-1-06

GENERAL FUNCTION: Under general direction has responsibility for registering patients for various services and programs provided by the local health department. The responsibilities include establishing a medical record by compiling all the necessary forms for registering patients, interviewing the patient to obtain pertinent non-medical information used for identification and income status according to agency and program policy, make follow up appointment, and collecting a fee for the services rendered. The entry level incumbent would participate in on the job training programs to become knowledgeable regarding the Patient and Community Health Services Reporting and Billing Procedures (PSRS).

CHARACTERISTIC DUTIES AND RESPONSIBILITIES:

Assemble complete medical records containing all required forms for use in patient registration and establishing a medical record.

Interview patient to ensure completeness and accuracy of demographic information required for various services and programs. Assist patient in completing appropriate forms (Depending on program requirements). Enter the demographic information using the computerized Patient Services Reporting System

Route/direct patient to appropriate staff person for subsequent service.

Maintain patient medical record. Establish master patient index. Review and update patient medical record(s) for signatures, dates, permission forms, and other pertinent information as necessary upon follow-up visit(s). File patient laboratory reports received in medical record. File and/or return medical record(s) prior to follow-up visit or subsequent visit.

Collect and record fee(s) obtained from patients as payment for service in the PSRS.

Prepare routine letters, labels, and other appropriate material.

Answer phone. Schedule initial and follow-up appointments and document as necessary.

Review appropriate reporting sheet-Patient Encounter Form (PEF) of services provided to ensure completeness and accuracy. Any edits or errors found on the PEF should be referred to appropriate service provider for correction

JOB TITLE: Senior Support Services Associate I-Clinical (Cont'd)
JOB CODE: 2905

Enter information from the PEF into the statewide-computerized network using appropriate screen(s) and fields.

Generate and/or issue Woman Infant and Children (WIC) vouchers.

Request routine reports available from the PSRS according to agency frequency of need.

Inventory and order office supplies.

Maintain auto-dialer according to agency and patient requirements. Activate auto-dialer according to agency requirements.

Participates in the Local Health Department's Bioterrorism and Disaster Preparedness activities.

1. Is aware of general contents of agency's Emergency Operations Plan.
2. Identifies role in Emergency Preparedness and Response.
3. Identifies agency's chain of command and management system for emergency response.
4. Participates in Bioterrorism and Emergency Preparedness drills.

SUPERVISION RECEIVED: Moderate supervision under standard operating procedures; incumbent occasionally can function autonomously, with supervisor available to answer questions.

SUPERVISION EXERCISED: No supervisory responsibility.

JOB SPECIFICATIONS:

Knowledge:

- Some knowledge of grammar, spelling, and punctuation.
- Knowledge of general office practices, procedures and equipment.
- Knowledge of basic filing systems.
- Knowledge of basic mathematic principles.

Skills:

- Skill in using various computer software systems; e.g., word processing.
- Skill in using standard reference documents.
- Skill in organizing materials, working time and priorities.

JOB TITLE: Senior Support Services Associate I-Clinical (Cont')

JOB CODE: 2905

Abilities:

- Ability to deal courteously and communicate effectively with employees, the public, supplying general information and direction in a clear, concise manner.
- Ability to maintain alphabetical, numerical, and subject filing systems.
- Ability to learn assigned tasks readily, to prescribe to departmental routine, and follow moderate to difficult written instructions.
- Ability to operate personal computer.
- Ability to work under stress to meet schedule deadlines.
- Ability to compute amounts using an adding machine, calculator, or computer, etc.

On the job training requirement: Participation in programs to familiarize the incumbent with the Patient and Community Health Services Reporting and Billing Procedures consisting of the following (1) Core bridge software operation (2) Patient registration procedures (3) On line entry of the Patient Encounter Form and (4) Billing Procedures.

Minimum Education, Training, and Experience Requirements:

High school diploma or GED. One (1) year of moderately difficult administrative or clerical experience in a medical, hospital, or administrative office environment preparing documents using a computer, operating a phone system to answer calls and referring to appropriate person, computer operation (such as WORD, Excel, Internet, e-Mail), using office equipment (fax, copier, calculator) and maintaining office files, and filing documents. *

*Additional education (college, vocational school, etc.) in business education or a medically related field may substitute for the required experience on a year for year basis.

The intent of this job description is to provide a representative summary of duties and responsibilities that will be required of positions given this title and shall not be construed as a declaration of the specific duties and responsibilities of any particular position. Employees may be requested to perform job-related tasks other than those specifically presented in this description.

Reallocation Considerations for the Senior Support Services Associate – Clinical

The Senior Support Services Associate I Clinic is the entry level position where the employee begins training in the various duties and responsibilities associated with the position. The training would be provided in a continuous manner and becomes more complex depending on the employee's capability in learning the position requirements. Once a task/responsibility has been learned the incumbent is expected to perform the assignment(s) without close supervision.

Responsibilities include:

1. Answering the phone in a courteous manner and directing the caller to the appropriate person.
2. Establish the medical folder for use by the agency for the recording of services received according to agency policy.
3. Registering the patient upon initial and follow-up visits provided by the agency according to the PSRS.
4. Making initial and follow-up visits according to patient volume and staff schedules.
5. Entering data provided by the staff on the Patient Encounter Form in the PSRS.
6. Issuing a charge to the patient for services rendered and receiving payment and issuing a receipt depending on patient income status and program eligibility. Beginning knowledge of the computer (CDP) screens and applying the data information.
7. Determine eligibility of the client for various services based on specific programmatic services.
8. Reconciliation of the services provided and fees collected from patients
9. Perform all filing of medical/billing records within patient charts.
10. Preparing all mail for mailing (making copies, addressing envelopes).
11. Assist staff in copying various forms/manuals.
12. Closing of medical charts, rules and forms needed.

JOB DESCRIPTION

JOB TITLE: Senior Support Services Associate II-Clinical

GRADE: 11

JOB CODE: 2906

EST. DATE: 7-1-06

GENERAL FUNCTION: The senior Support Services Associate II clinic is the second step in the series. The employee at this level has completed the required training and demonstrates the capability of performing the responsibilities of the SSSA I clinic position. The employee is fully aware of the operating policies and procedures of the work unit and receives instruction or assistance as new and unusual situations may occur. The employee also demonstrates the ability to solve routine problems that occur. The employee also understands the relationship of the various work units to the overall mission and goal of the agency. Training would still continue especially in more complex responsibility areas such as the billing process, understanding the various programs provides to clients and the relationship and interactions of each.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES:

Same duties as that of SSSA I and can function at the developmental level as described above.

SUPERVISION RECEIVED: Moderate supervision under standard operating procedures; incumbent occasionally can function autonomously, with supervisor available to answer questions.

SUPERVISION EXERCISED: No supervisory responsibility.

JOB SPECIFICATIONS:

Knowledge:

- Working knowledge of reports and proper way to print.
- Working knowledge of third party payor guidelines.
- Working knowledge of supply ordering/entry/billing.
- Working knowledge of grammar, spelling, and punctuation.
- Working knowledge of general office practices, procedures and equipment.
- Working knowledge of basic filing systems.
- Working knowledge of basic mathematic principles.

Skills:

- Skill in using various computer software systems; e.g., word processing.
- Skill in using standard reference documents.
- Skill in organizing materials, working time and priorities.

JOB TITLE: Senior Support Services Associate II-Clinic (Cont')
JOB CODE: 2906

Abilities:

- Working ability to perform all computer data entry (485's, visit entry, billing) and PC programs.
- Working ability to obtain prior-authorizations thru Medicaid/Insurance.
- Working ability to pre-bill and final bill all payors for services rendered.
- Working ability to properly code A/R payments and manually post them.
- Working ability to address all remittance and follow thru with resubmissions/corrections.
- Ability to deal courteously and communicate effectively with employees, the public, supplying general information and direction in a clear, concise manner.
- Ability to maintain alphabetical, numerical, and subject filing systems.
- Ability to learn assigned tasks readily, to prescribe to departmental routine, and follow moderate to difficult written instructions.
- Ability to operate personal computer.
- Ability to work under stress to meet schedule deadlines.
- Ability to compute amounts using an adding machine, calculator, or computer, etc.

On the job training requirement: Participation in programs to familiarize the incumbent with the Patient and Community Health Services Reporting and Billing Procedures consisting of the following (1) Core bridge software operation (2) Patient registration procedures (3) On line entry of the Patient Encounter Form and (4) Billing Procedures.

Minimum Education, Training, and Experience Requirements:

High school diploma or GED. Competent to perform the job functions at a developed level and meets the prior requirements of SSSAI, with at least one (1) additional year of Local Health Department experience as a Senior Support Service Associate I-Clinic.

The intent of this job description is to provide a representative summary of duties and responsibilities that will be required of positions given this title and shall not be construed as a declaration of the specific duties and responsibilities of any particular position. Employees may be requested to perform job-related tasks other than those specifically presented in this description.

JOB DESCRIPTION

JOB TITLE: Senior Support Services Associate III-Clinical

GRADE: 14

JOB CODE: 2907

EST. DATE: 7-1-06

GENERAL FUNCTION: The Senior Support Services Associate III Clinic is the third level in this series. It is distinguished from the Level I and II by the employee's ability to work independently with limited supervision. A person at this level continues with the responsibilities of the I and II position and has gained the full understanding and comprehension of the position responsibilities listed in the Level I and II. In addition, the employee would serve as a resource person with the ability to answer and seek out answers to more complex patient issues and services. The individual would train co-workers making arrangement and scheduling for clinics attend training programs and sharing knowledge gained with staff.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES:

Same duties as that of SSSA I and II, can function as described above.

SUPERVISION RECEIVED: Limited supervision with alternating periods of relative autonomy and general review; supervisor plays substantial role in setting objectives and organizing work.

SUPERVISION EXERCISED: May supervise up to three (3) support staff.

JOB SPECIFICATIONS:

Knowledge:

- Working knowledge of reports and proper way to print.
- Working knowledge of third party payor guidelines.
- Working knowledge of supply ordering/entry/billing.
- Working knowledge of grammar, spelling, and punctuation.
- Working knowledge of general office practices, procedures and equipment.
- Working knowledge of basic filing systems.
- Working knowledge of basic mathematic principles.

Skills:

- Skill in creating tables on the CDP system.
- Skill in using various computer software systems; e.g., word processing.
- Skill in using standard reference documents.
- Skill in organizing materials, working time and priorities.

Abilities:

- Ability to teach/instruct other clerical staff in problem solving.
- Ability to contact third party payors and address problems, addressing more complex problems with supervisor.

JOB TITLE: Sr Support Services Associate III- Clinical (Cont')

JOB CODE: 2907

- Ability to perform vendor billing.
- Ability to attend workshops and disseminate necessary information resulting from training.
- Ability to perform all computer data entry (visits, billing,, etc.) and PC programs.
- Ability to obtain prior-authorizations thru Medicaid/Insurance.
- Ability to pre-bill and final bill all payors for services rendered.
- Ability to properly code A/R payments and manually post them as well as posting via computer system.
- Ability to address all outstanding accounts and follow thru with resubmissions/corrections.
- Ability to deal courteously and communicate effectively with employees, the public, supplying general information and direction in a clear, concise manner.
- Ability to maintain alphabetical, numerical, and subject filing systems.
- Ability to learn assigned tasks readily, to prescribe to departmental routine, and follow difficult written instructions.
- Ability to operate personal computer.
- Ability to work under stress to meet schedule deadlines.
- Ability to compute amounts using an adding machine, calculator, or computer, etc.

On the job training requirement: Participation in programs to familiarize the incumbent with the Patient and Community Health Services Reporting and Billing Procedures consisting of the following (1) Core bridge software operation (2) Patient registration procedures (3) On line entry of the Patient Encounter Form and (4) Billing Procedures.

Minimum Education, Training, and Experience Requirements:

High school diploma or GED. Competent to perform the job functions as a Resource Person/Team Leader or working supervisor up to 3 employees, and meets the prior requirements of SSSAI and II, with at least two (2) additional year of Local Health Department experience as a Senior Support Service Associate I or II -Clinic.

The intent of this job description is to provide a representative summary of duties and responsibilities that will be required of positions given this title and shall not be construed as a declaration of the specific duties and responsibilities of any particular position. Employees may be requested to perform job-related tasks other than those specifically presented in this description.

JOB DESCRIPTION

JOB TITLE: Senior Support Services Associate-I Home Health **GRADE:** 9

JOB CODE: 2908

EST. DATE: 7-1-06

GENERAL FUNCTION: Under general direction has responsibility for initiating and maintaining home health patient information for the Custom Data Processing (CDP) home health patient information system. The responsibilities include establishing a medical record by compiling all the necessary forms for registering patients, proper recording of pertinent non-medical information used for identification and income status according to agency and program policy and maintaining schedules for follow-up appointments. Verifies that financial reimbursement for home health visits is complete according to program protocols. The entry level incumbent would participate in on the job training programs to become knowledgeable regarding the PPS – CDP home health reporting and billing procedures.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES:

Assemble complete medical records containing all required forms for use in patient registration and establishing a new medical record.

Review documentation to ensure completeness and accuracy of demographic information required for various services. Enter the demographic information using the computerized Patient Services Reporting System (PSRS) and Outcome and Assessment Information Set (OASIS) system.

Maintain patient medical record. Establish master patient index. Assure that the physician order(s), lab report(s), patient visit report(s) and other pertinent information is reviewed/updated and filed in the patients medical and billing charts in a timely manner according to HIPPA guidelines. File and/or return medical record(s) prior to follow-up visit or subsequent visit.

Receive and record fee(s) obtained from patients, insurance providers, state or federal agencies as payment for service in the CDP Home Health System.

Prepare routine letters, labels, and other appropriate material. Perform general office duties.

Answer phone. Provide general and non-technical information, routing inquiries to appropriate individual. Document as necessary.

JOB TITLE: Sr Support Services Associate I-Home Health (Cont'd)
JOB CODE: 2908

Review all data entry for completeness, accuracy and timelines in accordance with policies and form instructions to ensure compliance. Any edits or errors found should be referred to appropriate service provider for correction.

Inventory and order office supplies to maintain adequate office inventory.

Order medical supplies for patient according to physician orders and pre-authorization for supplies from Medicare/Medicaid/insurance Provider. Documents supplies ordered in patient's medical file as per medical form instruction.

Demonstrates a commitment to a healthy and safe work environment.

1. Follows established federal, state or local policies, procedures and programs relating to health and safety in the workplace.
2. Takes steps to promptly correct hazardous conditions.
3. Regularly participates in training and education in safety practices and procedures, such as annual OSHA training.

Participates in the Local Health Department's Bioterrorism and Disaster Preparedness activities.

5. Is aware of general contents of agency's Emergency Operations Plan.
6. Identifies role in Emergency Preparedness and Response.
7. Identifies agency's chain of command and management system for emergency response.
8. Participates in Bioterrorism and Emergency Preparedness drills

SUPERVISION RECEIVED: Moderate supervision under standard operating procedures; incumbent occasionally can function autonomously with supervisor available to answer questions.

SUPERVISION EXERCISED: No supervisory responsibility.

JOB SPECIFICATIONS:

Knowledge:

- Basic knowledge of grammar, spelling, and punctuation.
- Knowledge of general office practices, procedures and equipment.
- Knowledge of basic filing systems.
- Knowledge of basic mathematic principles.

JOB TITLE: Sr Support Services Associate I-Home Health (Cont'd)
JOB CODE: 2908

Skills:

- Skill in using various software systems; e.g., word processing.
- Skill in using standard reference documents.
- Skill in organizing materials, working time and priorities.

Abilities:

- Ability to deal courteously and communicate effectively with employees, the public, supplying general information and direction in a clear, concise manner.
- Ability to maintain alphabetical, numerical, and subject filing systems.
- Ability to learn assigned tasks readily, to prescribe to departmental routine and follow moderate to difficult written instructions.
- Ability to operate personal computer.
- Ability to work under stress to meet schedule deadlines.
- Ability to compute amounts using an adding machine, calculator, or computer, etc.

On the job training requirement: Participation in programs to familiarize the incumbent with the Patient and Community Health Services Reporting and Billing Procedures, CDP and Oasis System (As applicable).

Minimum Education, Training, and Experience Requirements:

High school diploma or GED. One (1) year of moderately difficult administrative or clerical experience in a medical, hospital, or administrative office environment preparing documents using a computer, operating a phone system to answer calls and referring to appropriate person, computer operation (such as WORD, Excel, Internet, E-mail), using office equipment (fax, copier, calculator) and maintaining office files, and filing documents. *

*Additional education (college, vocational school, etc.) in business education or a medically related field may substitute for the required experience on a year for year basis.

The intent of this job description is to provide a representative summary of duties and responsibilities that will be required of positions given this title and shall not be construed as a declaration of the specific duties and responsibilities of any particular position. Employees may be requested to perform job-related tasks other than those specifically presented in this description.

Reallocation Considerations for the Senior Support Services Associate – Home Health

The Senior Support Services Associate I is the entry level position where the employee begins training in the various duties and responsibilities associated with the position. The training would be provided in a continuous manner and becomes more complex depending on the employee's capability in learning the position requirements. Once a task/responsibility has been learned the incumbent is expected to perform the assignment(s) without close supervision.

Responsibilities include:

1. Answering the phone in a courteous manner and directing the caller to the appropriate person.
2. Establish the medical folder for use by the agency for the recording of services received according to agency policy.
3. Registering the patient upon admission according to agency protocol and CDP system.
4. Entering data provided by the staff onto the CDP system to generate billing for third party payors.
5. Issuing a charge to the patient for services rendered and receiving payment and issuing a receipt depending on patient income status and program eligibility. Beginning knowledge of the computer (CDP) screens and applying the data information.
6. Determine eligibility of the client for various services based on specific programmatic services.
7. Reconciliation of the services provided and fees collected from patients
8. Perform all filing of medical/billing records within patient charts.
9. Preparing all mail for mailing (making copies, addressing envelopes).
10. Assist staff in copying various forms/manuals.
11. Closing of medical charts, rules and forms needed.
12. Auditing bi-weekly time sheets.
13. Auditing of monthly travel vouchers.

JOB DESCRIPTION

JOB TITLE: Senior Support Services Associate II-Home Health

GRADE: 11

JOB CODE: 2909

EST. DATE: 7-1-06

GENERAL FUNCTION: The senior Support Services Associate II clinic is the second step in the series. The employee at this level has completed the required training and demonstrates the capability of performing the responsibilities of the SSSA I clinic position. The employee is fully aware of the operating policies and procedures of the work unit and receives instruction or assistance as new and unusual situations may occur. The employee also demonstrates the ability to solve routine problems that occur. The employee also understands the relationship of the various work units to the overall mission and goal of the agency. Training would still continue especially in more complex responsibility areas such as the billing process, understanding the various programs provides to clients and the relationship and interactions of each.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES:

Same duties as that of SSSA I and can function at the developmental level as described above.

SUPERVISION RECEIVED: Moderate supervision under standard operating procedures; incumbent occasionally can function autonomously, with supervisor available to answer questions.

SUPERVISION EXERCISED: No supervisory responsibility.

JOB SPECIFICATIONS:

Knowledge:

- Working knowledge of OASIS Guidelines
- Working knowledge of reports and proper way to print.
- Working knowledge of third party payor guidelines.
- Working knowledge of supply ordering/entry/billing.
- Working knowledge of grammar, spelling, and punctuation.
- Working knowledge of general office practices, procedures and equipment.
- Working knowledge of basic filing systems.
- Working knowledge of basic mathematic principles.

Skills:

- Skill in using various computer software systems; e.g., word processing.
- Skill in using standard reference documents.
- Skill in organizing materials, working time and priorities.

JOB TITLE: Senior Support Services Associate II-Home Health (Cont')
JOB CODE: 2909

Abilities:

- Working ability to perform all computer data entry (485's, visit entry, billing) and PC programs.
- Working ability to obtain prior-authorizations thru Medicaid/Insurance.
- Working ability to pre-bill and final bill all payors for services rendered.
- Working ability to properly code A/R payments and manually post them.
- Working ability to address all remittance and follow thru with resubmissions/corrections.
- Ability to deal courteously and communicate effectively with employees, the public, supplying general information and direction in a clear, concise manner.
- Ability to maintain alphabetical, numerical, and subject filing systems.
- Ability to learn assigned tasks readily, to prescribe to departmental routine, and follow moderate to difficult written instructions.
- Ability to operate personal computer.
- Ability to work under stress to meet schedule deadlines.
- Ability to compute amounts using an adding machine, calculator, or computer, etc.

On the job training requirement: Participation in programs to familiarize the incumbent with the Patient and Community Health Services Reporting and Billing Procedures consisting of the following (1) Core bridge software operation (2) Patient registration procedures (3) Billing Procedures.

Minimum Education, Training, and Experience Requirements:

High school diploma or GED. Competent to perform the job functions at a developed level and meets the prior requirements of SSSAI, with at least one (1) additional year of Local Health Department experience as a Senior Support Service Associate I-Home Health.

The intent of this job description is to provide a representative summary of duties and responsibilities that will be required of positions given this title and shall not be construed as a declaration of the specific duties and responsibilities of any particular position. Employees may be requested to perform job-related tasks other than those specifically presented in this description.

JOB DESCRIPTION

JOB TITLE: Senior Support Services Associate III-Home Health

GRADE: 14

JOB CODE: 2910

EST DATE: 7-1-06

GENERAL FUNCTION: The Senior Support Services Associate III Clinic is the third level in this series. It is distinguished from the Level I and II by the employee's ability to work independently with limited supervision. A person at this level continues with the responsibilities of the I and II position and has gained the full understanding and comprehension of the position responsibilities listed in the Level I and II. In addition, the employee would serve as a resource person with the ability to answer and seek out answers to more complex patient issues and services. The individual would train co-workers making arrangement and attend training programs and sharing knowledge gained with staff.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES:

Same duties as that of SSSA I and II, can function as described above.

SUPERVISION RECEIVED: Limited supervision with alternating periods of relative autonomy and general review; supervisor plays substantial role in setting objectives and organizing work.

SUPERVISION EXERCISED: May supervise up to three (3) support staff.

JOB SPECIFICATIONS:

Knowledge:

- Working knowledge of DDE (Direct Data Entry thru Medicare) and perform corrections.
- Working knowledge of reports and proper way to print.
- Working knowledge of third party payor guidelines.
- Working knowledge of supply ordering/entry/billing.
- Working knowledge of grammar, spelling, and punctuation.
- Working knowledge of general office practices, procedures and equipment.
- Working knowledge of basic filing systems.
- Working knowledge of basic mathematic principles.

Skills:

- Skill in creating tables on the CDP system.
- Skill in using various computer software systems; e.g., word processing.
- Skill in using standard reference documents.
- Skill in organizing materials, working time and priorities.

JOB TITLE: Sr Support Services Associate III- Home Health (Cont’)
JOB CODE: 2910

Abilities:

- Ability to teach/instruct other clerical staff in problem solving.
- Ability to contact third party payors and address problems, addressing more complex problems with supervisor.
- Ability to perform vendor billing.
- Ability to attend workshops and disseminate necessary information resulting from training.
- Ability to perform all computer data entry (visits, billing, etc.) and PC programs.
- Ability to obtain prior-authorizations thru Medicaid/Insurance.
- Ability to pre-bill and final bill all payors for services rendered.
- Ability to properly code A/R payments and manually post them as well as posting via computer system.
- Ability to address all outstanding accounts and follow thru with resubmissions/corrections.
- Ability to deal courteously and communicate effectively with employees, the public, supplying general information and direction in a clear, concise manner.
- Ability to maintain alphabetical, numerical, and subject filing systems.
- Ability to learn assigned tasks readily, to prescribe to departmental routine, and follow difficult written instructions.
- Ability to operate personal computer.
- Ability to work under stress to meet schedule deadlines.
- Ability to compute amounts using an adding machine, calculator, or computer, etc.

On the job training requirement: Participation in programs to familiarize the incumbent with the Patient and Community Health Services Reporting and Billing Procedures consisting of the following (1) Core bridge software operation (2) Patient registration procedures (3) Billing Procedures.

Minimum Education, Training, and Experience Requirements:

High school diploma or GED. Competent to perform the job functions as a Resource Person/Team Leader or working supervisor up to 3 employees, and meets the prior requirements of SSSAI and II, with at least two (2) additional year of Local Health Department experience as a Senior Support Service Associate I or II –Home Health.

The intent of this job description is to provide a representative summary of duties and responsibilities that will be required of positions given this title and shall not be construed as a declaration of the specific duties and responsibilities of any particular position. Employees may be requested to perform job-related tasks other than those specifically presented in this description.

JOB DESCRIPTION

Job Title: Senior Support Services Associate- I
Environmental

GRADE: 9

Job Code: 2911

EST. DATE: 7-1-06

GENERAL FUNCTION: Under general direction has responsibility for entering fees and documentation for various services and programs provided by the local health department. The responsibilities include establishing new files, processing fees for permits and applications, entering services rendered and certification of environmental programs. The entry level incumbent would participate in on the job training programs to become knowledgeable regarding the environmental services reporting and billing procedures.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES:

Assemble complete forms containing all pertinent information for processing of new establishments, onsite, water samples, tattoo parlors, body and ear pierces, etc for entry into Environmental Health Management Information System (EHMIS)/Graphical Users Interface (GUI) system.

Collect fees for all Environmental programs with all accuracy and enter into EHMIS/GUI system for generation of permits and certification.

Route and direct all public entities to the right and correct information while Environmentalists are out doing inspections.

Maintain Environmental reports, files, and money collection. Establish filing system. Review files for all inspections, bonding dates, and other pertinent information necessary for audits. Keep establishment and onsite files current and process money in a timely manner. File all inspections in establishment files before next inspections are due and finalizing out money at month's end.

Collect and enter fee (s) obtained from public as payment of service in EHMIS/GUI system.

Answer phones; prepare routine letters, labels, and other appropriate material.

Generate and issue all permits and applications.

Review appropriate reports for completeness and accuracy. Any edits or errors found on the reports should be referred to appropriate service provider for correction.

Enter information into statewide EHMIS/GUI network using appropriate screen (s) and fields.

JOB TITLE: Senior Support Services Assoc I- Environmental (continued)
JOB CODE: 2911

Request routine reports available from EHMIS/GUI according to frequency of Environmental needs.

Inventory and order office supplies and forms used for daily activity.

Demonstrates a commitment to a healthy and safe work environment.

4. Follows established federal, state or local policies, procedures and programs relating to health and safety in the workplace.
5. Takes steps to promptly correct hazardous conditions.
6. Regularly participates in training and education in safety practices and procedures, such as annual OSHA training.

Participates in the Local Health Department's Bioterrorism and Disaster Preparedness activities.

9. Is aware of general contents of agency's Emergency Operations Plan.
10. Identifies role in Emergency Preparedness and Response.
11. Identifies agency's chain of command and management system for emergency response.
12. Participates in Bioterrorism and Emergency Preparedness drills

SUPERVISION RECEIVED: Moderate supervision under standard operation procedures; incumbent occasionally can function autonomously, with supervisor available to answer questions.

SUPERVISION EXERCISED: No Supervisory responsibility.

JOB SPECIFICATIONS

Knowledge:

- Basic knowledge of grammar, spelling, and punctuation.
- Knowledge of general office practices, procedures and equipment
- Knowledge of basic filing systems.
- Knowledge of basic mathematic principles and basic accounting.

Skills:

- Skill in using various computer software systems; e.g., word processing and access.
- Skill in using standard reference documents.
- Skill in organizing materials, working time and priorities.

JOB TITLE: Senior Support Services Assoc I- Environmental (continued)
JOB CODE: 2911

Abilities:

- Ability to deal courteously and communicate effectively with employees, the public, supplying general information and direction in a clear, concise manner.
- Ability to maintain alphabetical, numerical, and subject filing systems.
- Ability to learn assigned tasks readily, to prescribe to departmental routine, and follow moderate to difficult written instructions.
- Ability to operate personal computer.
- Ability to work under stress to meet schedule deadlines.
- Ability to compute amounts using an adding machine, calculator, or computer, etc.

ON THE JOB TRAINING REQUIREMENT: Participation in programs to familiarize the incumbent with the Environmental programs, Environmental Billing Procedures of the following (1) Core Bridge (EHMIS/GUI) (2) E-Reports software (3) Billing and Processing of Money Procedures.

MINIMUM EDUCATION, TRAINING, AND EXPERIENCE REQUIREMENTS:

High school diploma or GED. One (1) year of moderately difficult administrative or clerical experience in medical, hospital, or administrative office environment preparing documents using a computer, operating a phone system to answer calls and referring to appropriate person, computer operation (such as WORD, Excel, Access, Internet, e-mail), using office equipment (fax, copier, calculator) and maintaining office files, and filing documents. *

*Additional education (college, vocational school, etc.) in business education or a medically related field may substitute for the required experience on a year for year basis.

The intent of this job description is to provide a representative summary of duties and responsibilities that will be required of positions given this title and shall not be construed as a declaration of the specific duties and responsibilities of any particular position. Employees may be requested to perform job-related tasks other than those specifically presented in this description.

JOB TITLE: Senior Support Services Assoc- Environmental (continued)
JOB CODE: 2911

The Senior Support Services Associate I is the entry level position where the employee begins training in the various duties and responsibilities associated with the position. The training would be provided in a continuous manner and becomes more complex depending on the employee's capability in learning the position requirements. Once a task/responsibility has been learned the incumbent is expected to perform the assignment(s) without close supervision.

TIME LINE FOR TRAINING:

THREE (3) MONTH MARK:

- Should have a basic knowledge of the EHMIS/GUI system.
- Should have a basic knowledge of the Billing procedures.
- Should have a basic knowledge of Access and E-Reports.

SIX (6) MONTH MARK:

- Should be able to operate without close supervision with EHMIS/GUI.
- Should be able to process all fee(s) in Environmental with little or no supervision.
- Should be able to locate mistakes fairly easily and have the common knowledge of how to correct them.
- Should be able to print out permits and applications with no problem at all.

ONE (1) YEAR MARK:

- Should be able to work in and through the EHMIS/GUI system with ease and confidence.
- Should know the screens and fields without looking in manual as a common reminder.
- Should be able to read and understand reports without any problems.
- Good knowledge of Billing and processing of Fee(s).
- Should be able to work with very little supervision.

JOB DESCRIPTION

JOB TITLE: Senior Support Services Associate II-Environmental

GRADE: 11

JOB CODE: 2912

EST. DATE: 7-1-06

GENERAL FUNCTION: The senior Support Services Associate II is the second step in the series. The employee at this level has completed the required training and demonstrates the capability of performing the responsibilities of the SSSA I clinic position. The employee is fully aware of the operating policies and procedures of the work unit and receives instruction or assistance as new and unusual situations may occur. The employee also demonstrates the ability to solve routine problems that occur. The employee also understands the relationship of the various work units to the overall mission and goal of the agency. Training would still continue especially in more complex responsibility areas such as the billing process, understanding the various programs provides to clients and the relationship and interactions of each.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES:

Same duties as that of SSSA I and can function at the developmental level as described above.

SUPERVISION RECEIVED: Moderate supervision under standard operating procedures; incumbent occasionally can function autonomously, with supervisor available to answer questions.

SUPERVISION EXERCISED: No supervisory responsibility.

JOB SPECIFICATIONS:

Knowledge:

- Working knowledge of reports and proper way to print.
- Working knowledge of supply ordering/entry/billing.
- Working knowledge of grammar, spelling, and punctuation.
- Working knowledge of general office practices, procedures and equipment
- Working knowledge of filing systems.
- Working knowledge of mathematic principles and accounting.

Skills:

- Skill in using various computer software systems; e.g., word processing and access.
- Skill in using standard reference documents.
- Skill in organizing materials, working time and priorities.

JOB TITLE: Senior Support Services Assoc II- Environmental (continued)
JOB CODE: 2912

Abilities:

- Working ability to perform all computer data entry and PC programs.
- Working ability to pre-bill and final bill all payors for services rendered.
- Working ability to properly code A/R payments and manually post them.
- Working ability to address all remittance and follow thru with resubmissions/corrections.
- Ability to deal courteously and communicate effectively with employees, the public, supplying general information and direction in a clear, concise manner.
- Ability to maintain alphabetical, numerical, and subject filing systems.
- Ability to learn assigned tasks readily, to prescribe to departmental routine, and follow moderate to difficult written instructions.
- Ability to operate personal computer.
- Ability to work under stress to meet schedule deadlines.
- Ability to compute amounts using an adding machine, calculator, or computer, etc.

On the job training requirement: Participation in programs to familiarize the incumbent with the Environmental programs, Environmental Billing Procedures of the following (1) Core Bridge (EHMIS/GUI) (2) E-Reports software (3) Billing and Processing of Money Procedures.

Minimum Education, Training, and Experience Requirements:

High school diploma or GED. Competent to perform the job functions at a developed level and meets the prior requirements of SSSAI, with at least one (1) additional year of Local Health Department experience as a Senior Support Service Associate I-Environmental.

The intent of this job description is to provide a representative summary of duties and responsibilities that will be required of positions given this title and shall not be construed as a declaration of the specific duties and responsibilities of any particular position. Employees may be requested to perform job-related tasks other than those specifically presented in this description.

JOB DESCRIPTION

JOB TITLE: Senior Support Services Associate III-Environmental **GRADE:** 14

JOB CODE: 2913 **EST. DATE:** 7-1-06

GENERAL FUNCTION: The Senior Support Services Associate III is the third level in this series. It is distinguished from the Level I and II by the employee's ability to work independently with limited supervision. A person at this level continues with the responsibilities of the I and II position and has gained the full understanding and comprehension of the position responsibilities listed in the Level I and II. In addition, the employee would serve as a resource person with the ability to answer and seek out answers to more complex issues and services. The individual would train co-workers making arrangement and attend training programs and sharing knowledge gained with staff.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES:

Same duties as that of SSSA I and II, can function as described above.

SUPERVISION RECEIVED: Limited supervision with alternating periods of relative autonomy and general review; supervisor plays substantial role in setting objectives and organizing work.

SUPERVISION EXERCISED: May supervise up to three (3) support staff.

JOB SPECIFICATIONS:

Knowledge:

- Working knowledge of reports and proper way to print.
- Working knowledge of third party payor guidelines.
- Working knowledge of supply ordering/entry/billing.
- Working knowledge of grammar, spelling, and punctuation.
- Working knowledge of general office practices, procedures and equipment.
- Working knowledge of basic filing systems.
- Working knowledge of basic mathematic principles.

Skills:

- Skill in creating tables on the CDP system.
- Skill in using various computer software systems; e.g., word processing.
- Skill in using standard reference documents.
- Skill in organizing materials, working time and priorities.

Abilities:

- Ability to teach/instruct other clerical staff in problem solving.
- Ability to contact third party payors and address problems, addressing more complex problems with supervisor.

JOB TITLE: Sr Support Services Associate III- Environmental (continued)
JOB CODE: 2913

- Ability to perform vendor billing.
- Ability to attend workshops and disseminate necessary information resulting from training.
- Ability to perform all computer data entry and PC programs.
- Ability to pre-bill and final bill all payors for services rendered.
- Ability to properly code A/R payments and manually post them as well as posting via computer system.
- Ability to address all outstanding accounts and follow thru with resubmissions/corrections.
- Ability to deal courteously and communicate effectively with employees, the public, supplying general information and direction in a clear, concise manner.
- Ability to maintain alphabetical, numerical, and subject filing systems.
- Ability to learn assigned tasks readily, to prescribe to departmental routine, and follow difficult written instructions.
- Ability to operate personal computer.
- Ability to work under stress to meet schedule deadlines.
- Ability to compute amounts using an adding machine, calculator, or computer, etc.

On the job training requirement: Participation in programs to familiarize the incumbent with the Environmental programs, Environmental Billing Procedures of the following (1) Core Bridge (EHMIS/GUI) (2) E-Reports software (3) Billing and Processing of Money Procedures.

Minimum Education, Training, and Experience Requirements:

High school diploma or GED. Competent to perform the job functions as a Resource Person/Team Leader or working supervisor up to 3 employees, and meets the prior requirements of SSSAI and II, with at least two (2) additional year of Local Health Department experience as a Senior Support Service Associate I or II -Environmental.

The intent of this job description is to provide a representative summary of duties and responsibilities that will be required of positions given this title and shall not be construed as a declaration of the specific duties and responsibilities of any particular position. Employees may be requested to perform job-related tasks other than those specifically presented in this description.

JOB DESCRIPTION

JOB TITLE: Support Services Supervisor I

GRADE: 15

JOB CODE: 2914

EST. DATE: 7-1-06

GENERAL FUNCTION: Under administrative direction, supervises a staff of support associates of the agency in the process of patient registration, data entry, fee collection, generating both for services rendered and accounting for payments received.

DISTINGUISHING CHARACTERISTICS OF THE CLASS: This classification is characterized as a supervisory position responsible for overseeing a staff of support associates in maintaining an information system for recording patient services or inspection results for regulated facilities. The information system consists of data entry regarding patient registration, fee collection, generating charges for services rendered and accounting of payments received. The incumbent could supervise staff assigned to general medical, environmental, WIC, or Home Health.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES:

Oversee support staff assigned in the maintenance of the Patient Services Reporting System for clients provided services by the health department

Develop and revise work schedules and assignments to meet staffing and program needs.
Approve requests for absences.

Interpret agency policies, goals, and procedures for staff.

Attends appropriate meetings to learn of changes in PSRS, procedural and policy changes, records management changes. Provide technical assistance and on the job training for support staff supervised related to changes.

Coordinate activities of support staff with program staff (clinical) to improve patient service documentation and efficient clinic flow. May schedule clinics and arrange for special providers.

Provide and arrange orientation for new support staff by assisting with preceptorship responsibilities and evaluation during probationary period.

Maintain correspondence with support staff through newsletter, staff meetings, memorandum.

Conducts staff meeting as deemed necessary for dissemination of updates on policy and procedures, corrections or changes, and feedback.

JOB TITLE: Support Services Supervisor I (Continued)
JOB CODE: 2914

Evaluate the performance of employees supervised according to job standards, agency goals, and performance achieved. Recommends employee classification changes, disciplinary actions, and other personnel requests.

Evaluates the support services functions and processes to ensure smoother operation. Review periodic reports for error ratings, billing issues and other statistical or operational information.

Interview prospective employees and makes recommendation on hiring.

Monitor and report uncollectible account receivables.

Schedule clinics as appropriate. Arrange for appropriate physician and nurse coverage.

Maintain up-to-date knowledge of support service regulating and program standards, medical or environmental records. Attend local state conferences, workshops, conduct staff meetings.

Demonstrates a commitment to a healthy and safe work environment.

7. Follows established federal, state or local policies, procedures and programs relating to health and safety in the workplace.
8. Takes steps to promptly correct hazardous conditions.
9. Regularly participates in training and education in safety practices and procedures, such as annual OSHA training.

Participates in the Local Health Department's Bioterrorism and Disaster Preparedness activities.

13. Is aware of general contents of agency's Emergency Operations Plan.
14. Identifies role in Emergency Preparedness and Response.
15. Identifies agency's chain of command and management system for emergency response.
16. Participates in Bioterrorism and Emergency Preparedness drills

SUPERVISION RECEIVED: Limited supervision with alternating periods of autonomy and general review. Supervisor plays substantial role in setting objectives and organizing work.

SUPERVISION EXERCISED: This position would require direct supervision of four to six (4-6) support services staff assigned.

JOB TITLE: Support Services Supervisor I (continued)
JOB CODE: 2914

JOB SPECIFICATIONS:

Knowledge:

- Basic knowledge of grammar, spelling, and punctuation
- Knowledge of general office practices, procedures and equipment
- Knowledge of basic filing systems.
- Knowledge of basic mathematic principles.

Skills:

- Skill in using various computer software systems; e.g., word processing
- Skill in using standard reference documents.
- Skill in organizing materials, working time and priorities

Abilities:

- Ability to deal courteously and communicate effectively with employees, the public, supplying general information and direction in a clear, concise manner.
- Ability to maintain alphabetical, numerical, and subject filing systems.
- Ability to learn assigned tasks readily, to prescribe to departmental routine, and follow moderate to difficult written instructions.
- Ability to operate personal computer.
- Ability to work under stress to meet schedule deadlines
- Ability to compute amounts using an adding machine, calculator, or computer, etc.

MINIMUM EDUCATION, TRAINING, AND EXPERIENCE REQUIREMENTS:

High school diploma or GED. Five (5) years of moderately difficult administrative or clerical experience in a medical, hospital, or administrative office environment preparing documents using a computer, operating a phone system to answer calls and referring to appropriate person, computer operation (such as WORD, Excel, Internet, e-Mail), using office equipment (fax, copier, calculator) and maintaining office files, and filing documents. *

*Additional education (college, vocational school, etc.) in business education or a medically related field may substitute for the required experience on a year for year basis

The intent of this job description is to provide a representative summary of duties and responsibilities that will be required of positions given this title and shall not be construed as a declaration of the specific duties and responsibilities of any particular position. Employees may be requested to perform job-related tasks other than those specifically presented in this description.

JOB DESCRIPTION

JOB TITLE: Support Services Supervisor II

GRADE: 17

JOB CODE: 2915

EST. DATE: 7-1-06

GENERAL FUNCTION: Under administrative direction, supervises a staff of support associates of the agency in the process of patient registration, data entry, fee collection, generating both for services rendered and accounting for payments received.

DISTINGUISHING CHARACTERISTICS OF THE CLASS: This classification is characterized as a supervisory position responsible for overseeing a staff of support associates in maintaining an information system for recording patient services or inspection results for regulated facilities. The information system consists of data entry regarding patient registration, fee collection, generating charges for services rendered and accounting of payments received. The incumbent could supervise staff assigned to general medical, environmental, WIC, or Home Health.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES:

Oversee support staff assigned in the maintenance of the Patient Services Reporting System for clients provided services by the health department

Develop and revise work schedules and assignments to meet staffing and program needs.
Approve requests for absences.

Interpret agency policies, goals, and procedures for staff.

Attends appropriate meetings to learn of changes in PSRS, procedural and policy changes, records management changes. Provide technical assistance and on the job training for support staff supervised related to changes.

Coordinate activities of support staff with program staff (clinical) to improve patient service documentation and efficient clinic flow. May schedule clinics and arrange for special providers.

Provide and arrange orientation for new support staff by assisting with preceptorship responsibilities and evaluation during probationary period.

Maintain correspondence with support staff through newsletter, staff meetings, memorandum.

Conducts staff meeting as deemed necessary for dissemination of updates on policy and procedures, corrections or changes, and feedback.

JOB TITLE: Support Services Supervisor II (Continued)
JOB CODE: 2915

Evaluate the performance of employees supervised according to job standards, agency goals, and performance achieved. Recommends employee classification changes, disciplinary actions, and other personnel requests.

Evaluates the support services functions and processes to ensure smoother operation. Review periodic reports for error ratings, billing issues and other statistical or operational information.

Interview prospective employees and makes recommendation on hiring.

Monitor and report uncollectible account receivables.

Schedule clinics as appropriate. Arrange for appropriate physician and nurse coverage.

Maintain up-to-date knowledge of support service regulating and program standards, medical or environmental records. Attend local state conferences, workshops, conduct staff meetings.

Demonstrates a commitment to a healthy and safe work environment.

10. Follows established federal, state or local policies, procedures and programs relating to health and safety in the workplace.
11. Takes steps to promptly correct hazardous conditions.
12. Regularly participates in training and education in safety practices and procedures, such as annual OSHA training.

Participates in the Local Health Department's Bioterrorism and Disaster Preparedness activities.

17. Is aware of general contents of agency's Emergency Operations Plan.
18. Identifies role in Emergency Preparedness and Response.
19. Identifies agency's chain of command and management system for emergency response.
20. Participates in Bioterrorism and Emergency Preparedness drills

SUPERVISION RECEIVED: Limited supervision with alternating periods of autonomy and general review. Supervisor plays substantial role in setting objectives and organizing work.

SUPERVISION EXERCISED: This position would require direct supervision of seven or more (7+) support services staff assigned.

JOB TITLE: Support Services Supervisor II (continued)
JOB CODE: 2915

JOB SPECIFICATIONS:

Knowledge:

- Basic knowledge of grammar, spelling, and punctuation
- Knowledge of general office practices, procedures and equipment
- Knowledge of basic filing systems.
- Knowledge of basic mathematic principles.

Skills:

- Skill in using various computer software systems; e.g., word processing
- Skill in using standard reference documents.
- Skill in organizing materials, working time and priorities

Abilities:

- Ability to deal courteously and communicate effectively with employees, the public, supplying general information and direction in a clear, concise manner.
- Ability to maintain alphabetical, numerical, and subject filing systems.
- Ability to learn assigned tasks readily, to prescribe to departmental routine, and follow moderate to difficult written instructions.
- Ability to operate personal computer.
- Ability to work under stress to meet schedule deadlines
- Ability to compute amounts using an adding machine, calculator, or computer, etc.

MINIMUM EDUCATION, TRAINING, AND EXPERIENCE REQUIREMENTS:

High school diploma or GED. Five (5) years of moderately difficult administrative or clerical experience in a medical, hospital, or administrative office environment preparing documents using a computer, operating a phone system to answer calls and referring to appropriate person, computer operation (such as WORD, Excel, Internet, e-Mail), using office equipment (fax, copier, calculator) and maintaining office files, and filing documents. *

*Additional education (college, vocational school, etc.) in business education or a medically related field may substitute for the required experience on a year for year basis

The intent of this job description is to provide a representative summary of duties and responsibilities that will be required of positions given this title and shall not be construed as a declaration of the specific duties and responsibilities of any particular position. Employees may be requested to perform job-related tasks other than those specifically presented in this description.